

Telework Manual

M 3020.00



Washington State Department of Transportation

Telework Manual

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Washington State Department of Transportation

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Persons with disabilities may request this information
be prepared and supplied in alternate forms by
calling collect 360-664-9009;
deaf and hearing-impaired people call
1-800-486-8392 or 705-6980 for Olympia residents
(TTY relay service).

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What Is Teleworking?

The Washington State Department of Transportation (WSDOT) uses teleworking to help carry out RCW 70.94.531, which lists teleworking or working from an alternative worksite as one alternative employers have to achieve the applicable commute trip reduction (CTR) goals. The department also considers teleworking a strategy to:

- increase employee performance,
- increase employee job satisfaction, and
- expand recruitment and retention opportunities.

The CTR Office, guided by an Executive Board Subcommittee, updated this manual to provide employees and managers with guidelines for teleworking.

This manual describes how managers and employees can partner with their CTR Representative to establish effective and productive telework agreements.



Definition

Teleworking — Any employee/manager work agreement that allows the elimination of a home-to-worksite or peak hour commute trip by using a worksite other than the employee's normally assigned worksite. Teleworking provides the employee more flexibility, often increasing employee morale and performance.

Teleworking includes:

- occasional use of a non-home, satellite worksite;
- other WSDOT sites and other alternative sites (e.g., hotels, copy centers, conference centers);
- occasional project-related home work arrangements;
- regular teleworking arrangements (e.g., twice a week, three times a month, etc.);
- use as a "reasonable accommodation," of a disability as deemed appropriate by both manager and employee.

Teleworking attempts to bring the work to the worker instead of bringing the worker to the work. Several acceptable alternative worksites are listed below:

Home Office: Office space usually in the employee's home.

Satellite Office: Smaller office usually near employees' homes.

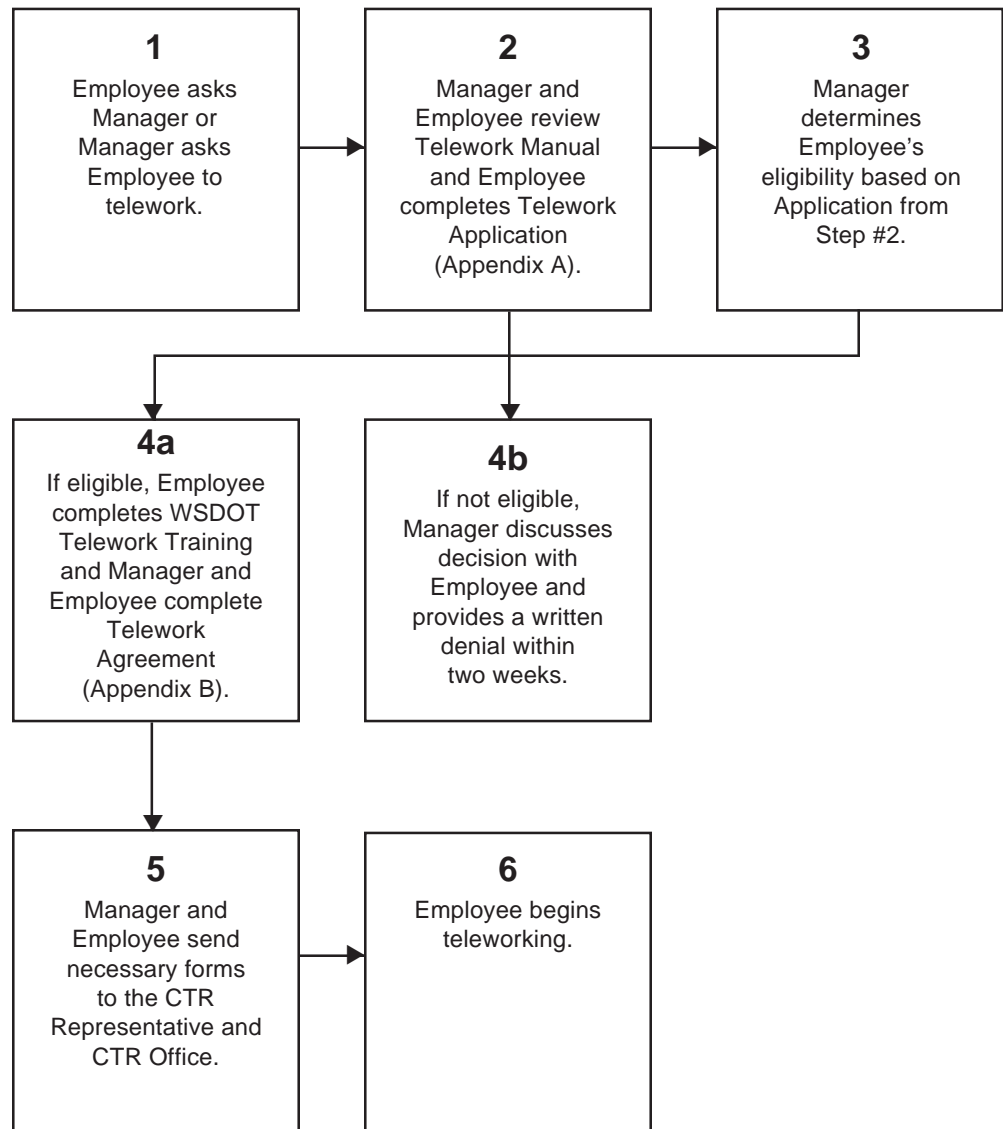
Virtual Office: Employees required to travel frequently may work from a combination of airports, hotels, copy centers, etc., using technology to communicate with customers, supervisors, and coworkers.

"Some companies are realizing an annual saving of between \$1500 and \$5000 per telecommuting employee."

— Puget Sound Computer User, 30-Second Commute

How Do I Start Teleworking?

Six Easy Steps



Employee's Telework Check List

1. Read the *Telework Manual* completely.
2. With help from a CTR Representative, review and complete the Telework Application (Appendix A), and provide it to the manager for review and approval/denial.
3. Determine any need for special equipment at the alternative worksite and if it can be checked out and taken to the alternative worksite without disrupting the work of others. (See Appendix C for Remote Access Request Form.)

If telework application is accepted:

4. With help from a CTR Representative, complete a Telework Agreement (Appendix B).
5. Devise a suitable performance measurement strategy such as weekly reports (see Appendix D for a sample weekly report) or weekly meetings where you provide progress reports to your supervisor/manager.
6. Complete WSDOT-required training before teleworking. Contact your CTR representative for more information.

*“By 2005 about 12% of the working population
is expected to be telecommuting.”*

*— Charlie Grantham of The Institute for the Study of
Distributed Work*

Manager's Telework Check List

1. With help from a CTR Representative, review the employees Telework Application (Appendix A).
2. Discuss the request with the employee for any clarification. Note on the application form any changes to the request.
3. If necessary, meet with the requesting employee and any other employee(s) with whom the requested telework agreement could potentially cause conflicts. Discuss possible solutions to those potential conflicts.
4. If the request is approved:
 - a. Fill out a Telework Agreement (Appendix B) with the employee, and sign it.
 - b. Send the original forms to the CTR Representative so that a list of teleworkers can be maintained. The CTR Representative will forward them to the Olympia Service Center (OSC) CTR Office for the purpose of tracking the program's overall participation.
 - c. Notify the employee that he/she may begin teleworking on the agreed upon date.
 - d. Devise a suitable performance measurement strategy with the employee to track performance, employee job satisfaction, and changes in employee recruitment and retention due to telework. Also, discuss expectations, communication, and specific tasks to be undertaken when teleworking.
5. If the request is denied:
 - a. Do not sign the Telework Agreement.
 - b. Provide the requesting employee a written explanation for the denial within two weeks. Explain why the request was denied and explain what, if anything, the employee could do to be reconsidered. A CTR Representative can provide assistance if necessary. The CTR Representative and OSC CTR Office also keep copies of the denial.

“Telecommuting studies indicate productivity increases of 10-20%.”

*— Phil Winters, TDM Program Manager,
Center for Urban Transportation Research*

Commute Trip Reduction Representative Check List

1. Provide appropriate support. Partner with manager and employee to establish and maintain productive telework agreements by helping with the necessary forms, communication strategies, and other telework related needs.
 - a. Schedule training sessions for managers and teleworkers and provide information on WSDOT telework training.
 - b. Provide telework training materials to the employee and the manager.
 - c. Conduct evaluations of the telework program to include both the positive and negative impacts to the organization.
2. Forward a copy of the Telework Agreement to the OSC CTR Office for record keeping and overall program evaluation.

What Guidelines Do I Follow When Teleworking?

Conditions of Telework Agreements

- An employee's participation in telework is voluntary, unless specified as a condition of the position.
- If a manager denies an employee's written request for a telework arrangement, the manager provides a written explanation for the denial to the employee within two weeks.
- The teleworker ensures time sheets and other periodic reporting forms are turned in by the required deadlines.



Eligibility

- Employees must complete the applicable probationary period before initiating a telework agreement.
- Employees must complete the telework training before beginning to telework.

Selection

- When selecting employees for teleworking, managers consider the needs of the customer, the requirements of the job, and the characteristics of the employee. (See Appendix E for more detailed selection criteria.)

Review and Performance

- Employees and managers can work with a CTR Representative to determine a number of options for communication and performance evaluation (e.g., written weekly reports, weekly meetings). Then, together they choose the option that works best for them.

Work Hours and Overtime

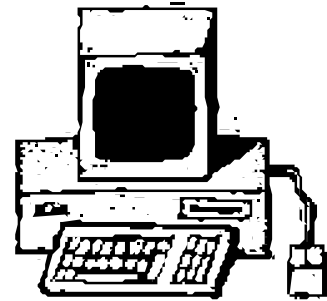
- Managers clearly identify staff meetings and other important times for employees to be in the office.
- Employees and managers identify specific day(s) and work hours on Telework Agreements.
- The use of a state-owned vehicle is determined on a case-by-case basis and in accordance with Office of Financial Management Policy.

Training

- WSDOT encourages its managers to complete the telework training designed to help managers with teleworking employees.

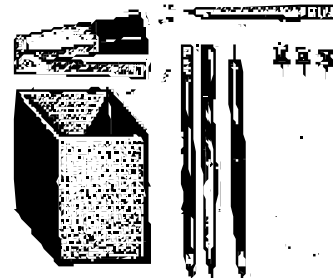
Alternative Worksite

- Teleworkers ensure that the alternative worksite is conducive to performing their tasks.
- Teleworkers complete the Alternative Worksite Check List (Appendix F) to ensure a safe and conducive alternative worksite.
- To ensure that proper working conditions exist at the alternative worksite, the department can make necessary on-site inspections at a mutually agreeable time.
- A teleworker's alternative worksite might not be a tax deduction. Teleworkers may contact a tax expert for an independent decision on this issue. A copy of the IRS Publication #587, Business Use of Your Home, can be obtained by calling the IRS at 1-800-829-1040.



Equipment and Supplies

- The teleworker is responsible for the proper use and safeguarding of all state provided equipment and supplies.
- Teleworkers may take available portable equipment to the alternative worksite on their teleworking days.
- Teleworkers need to check out equipment and bring it back to the official worksite on all nontelework days, unless otherwise agreed to by the teleworker and manager.
- Teleworkers using department-provided computer software must adhere to the manufacture's licensing agreements, including the prohibition against unauthorized duplication.
- To protect confidentiality and guard against data contamination, teleworkers must follow department-approved data security procedures at the alternative work site.
- The department provides consumable office supplies for work-related use by teleworkers at their alternative worksites. These supplies are obtained during the teleworker's day(s) at the official worksite.



Communications

- Effective communication is key to the success of telework agreements.
- Employees and managers can use written weekly reports or weekly meetings to ensure consistent communication and evaluate performance.
- Teleworkers should strive to ensure that teleworking has no negative impacts to anyone inside or outside of the department's offices.
- Teleworkers are primarily responsible for maintaining effective communication and work flow with their supervisors, customers, and coworkers.
- Teleworkers shall notify coworkers the day before a telework day and provide a phone number where they can be reached.

Telephones

The following are telephone guidelines for teleworkers:

- On telework days, a teleworker's official worksite telephone can be forwarded to the teleworker's alternative worksite.
- The alternative worksite telephone is answered in the same manner as the official worksite.
- The teleworker checks messages as necessary to maintain work continuity.
- If using a message machine at the alternative worksite, the message is a business response.



What Are the Benefits and Challenges of Teleworking?

A Few of the Benefits

One of the benefits of teleworking is reduced commute trips. The number of miles we drive in Washington State is growing almost twice as fast as our population (1.8 percent population growth versus 3.5 percent VMT growth, based on data provided by Washington State Office of Financial Management, 1997). For each mile we drive there is an average of 1.15 pounds of carbon dioxide, a major green house gas, emitted. Teleworking reduces vehicle trips and related pollution.

Many employers report increased employee performance as a measurable benefit of teleworking. Phil Winters of the Center for Urban Transportation Research in Tampa, Florida, quotes current research saying, "Telecommuting studies indicate productivity increases of 10-20%."

Little data exists on the effects of driving-related stress. Yet, we all understand the term "road rage," and exactly what it means. A teleworker does not have to experience driving in traffic several times a week, often resulting in a more productive employee with a high level of job satisfaction.

Teleworking may also reduce the need for additional office space. If two teleworking employees coordinate their schedules, and share one office space (a practice called "hoteling" or "moteling"), WSDOT may save on expansion or relocation costs in the future.

A Few of the Challenges

Many companies currently offer teleworking as a work option for their employees. According to the Olsten Center for Workforce Strategies, 51 percent of North American executives have employees that telecommute. The future WSDOT workforce has grown up with the computer and Internet access. If WSDOT fails to provide teleworking and/or telecommuting accommodations that other companies offer, the department may miss valuable recruitment opportunities.

Communication between manager and teleworking employee is a challenge. Managers and employees must both make efforts to communicate. A CTR Representative is available to help develop a regular communication method and plan.

Employees may feel they are less likely to advance in their careers if they telework. They may perceive that when "out of sight, out of mind." Employers should work closely with employees and a CTR Representative to ensure both manager and employee feel comfortable with teleworking.

What Are the Rules and Procedures for Teleworking?

A subcommittee of the WSDOT Executive Board developed the following rules and procedures to effectively and efficiently implement telework in the department. These rules and procedures apply to all WSDOT employees that telework and all affected managers.

1. Establish Clearly Defined Conditions of Telework Agreements

- a. The requirement to conform to the Washington State Merit System Rules, WAC Title 356, does not change for teleworkers.
- b. WSDOT employees who have completed their probationary period are eligible to apply to telework.
- c. If an employee's written request for a telework arrangement, submitted on a Telework Application, is denied, a written explanation for the denial is provided to the employee within two weeks of the request. Copies of the Telework Agreement Form are retained by the CTR Representative, Human Resources Office, and the OSC CTR Office.
- d. Teleworking is a privilege and granting permission for an individual employee to telework is discretionary. A nonexclusive set of factors that may be considered in the approval process includes: the reduction of employee commute trips, the employee's job performance history, the nature of the work, effect on service to the public, effect on office workload, competing work schedule, and potential costs or cost savings to the state.
- e. The Telework Agreement Form (Appendix B) shall be approved by the appropriate Appointing Authority before an employee is permitted to telework.
- f. Continuation of telework is at a manager's discretion and, if deemed necessary, may be ended at any time by either the employee or the manager.
- g. Employee salary, benefits, industrial insurance, and other employee insurance coverage do not change due to a telework agreement.
- h. Performance evaluations are performed for both teleworking employees and nonteleworking employees.
- i. In the event of illness, power failure, or equipment failure that prohibits the teleworker from performing his/her duties while teleworking at the alternative work site, the teleworker is to contact his/her supervisor within a reasonable amount of time to get further instructions.

2. Evaluate Performance Levels

Managers

- a. Managers use Telework Agreements to establish terms and conditions of telework arrangements.
- b. Managers may choose methods currently used by WSDOT (e.g., written weekly reports or weekly meetings) or create their own methods to measure and evaluate an individual teleworker's performance, employee job satisfaction, and employee recruitment and retention.

The Department

- a. The CTR Office will conduct employee surveys every two years, with 1997 as a base year, to measure department-wide telework levels.

3. Establish Work Hours

- a. RCW 42.04.060 requires offices to be open for the transaction of business from 8:00 a.m. to 5:00 p.m. from Monday through Friday, state legal holidays excluded.
- b. The specific day(s), work hours, and exceptions are identified on the Telework Agreement.
- c. Any overtime worked follows normal departmental procedures, and must be approved in advance.

4. Set Standards for Dependent Care

- a. Teleworking shall not be a substitute for dependent care.
- b. Time spent on dependent care shall not count as worktime.

5. Establish an Alternative Worksite

- a. Teleworkers ensure that the alternative worksite is conducive to performing their tasks.
- b. WSDOT retains the right to make on-site inspections at a mutually agreeable time.

6. Establish Rules Governing Equipment, Supplies, and Services

Equipment

- a. All equipment and supplies furnished to teleworkers by the department remain the property of WSDOT and are to be used only by authorized persons for legitimate state purposes, as specified in RCW 42.52.160 and Executive Order No. 93-02.

- b. The teleworker is responsible for the proper use and safeguarding of all state provided equipment, data, and supplies in accordance with all applicable WSDOT rules and policies.
- c. The department does not assume liability for loss, damage, or wear of employee-owned equipment or supplies used while teleworking.
- d. WSDOT is not responsible for telephone, data lines, or utility expenses, or for installation, monthly charges, or costs incurred by the employee in connection with the approved Telework Agreement.
- e. Teleworkers may take available portable equipment to the alternative worksite on their teleworking days provided that:
 - (1) The equipment is checked out by the teleworker, and is brought back to the official worksite on all nontelework days, unless otherwise agreed to by the manager, and the equipment should not be needed by others, or a compatible usage schedule should be developed.
 - (2) All materials and equipment assigned to the teleworker shall be only by the authorization of the supervisor.
 - (3) Teleworkers using department provided computers with department owned software loaded on them shall adhere to the manufacture's licensing agreements, including the prohibition against unauthorized duplication.
 - (4) Restricted access materials shall not be taken from the official worksite or accessed through computers by teleworkers unless approved by their manager.
 - (5) To protect confidentiality and guard against data contamination, teleworkers follow department-approved, data security procedures at their alternative work site.

Supplies

- a. The department provides consumable office supplies for use by teleworkers at their alternative worksite. These office supplies are obtained during the teleworker's service at the official worksite.
- b. Out-of-pocket expenses for approved supplies or services are reimbursed according to existing department procedures.

Computer Services

- a. Management Information Services (MIS) or the computer service provider provides telephone computer support for teleworkers using WSDOT equipment.
- b. MIS or the computer service provider does not provide maintenance or repair services if the teleworker is using his/her own equipment.

- c. MIS or the computer service provider does not provide maintenance or repair services at an alternative worksite.

7. Establish and Maintain Communication

- a. Each teleworker devises an appropriate strategy for communication with the department which is approved by their manager (e.g., written weekly reports).
- b. Teleworking employees may be required to provide two phone lines to accommodate both a computer and a phone at the employee's own expense.
- c. A teleworking employee shall be accessible by telephone during work hours on their telework day.
- d. On telework days, a teleworker shall answer his/her telephone in a business-like manner.
- e. Teleworking shall not result in significantly increased long distance charges to the department. Increases in long distance charges should be anticipated and discussed by the manager and employee. The cost/benefit of the teleworking arrangement should be considered.

8. Provide Telework Training for WSDOT Employees

- a. Employees will complete the employee's telework training before teleworking.
- b. Managers are encouraged to complete the WSDOT telework training.

4:P:DP/TM

Employee Name _____	
Employee Title _____	Employee Phone# _____
Department _____	Supervisor _____
Length of Time in Current Position (years, months): _____	
I am interested in teleworking:	
<input type="checkbox"/> On a weekly basis as follows: _____	
<input type="checkbox"/> On a monthly basis as follows: _____	
<input type="checkbox"/> No regular schedule (separate permission for each telework day) .	
I plan to telework in:	
<input type="checkbox"/> a satellite office.	
<input type="checkbox"/> a work space in my home.	
<input type="checkbox"/> another site (e.g., Kinko's Copy Center, 888 Kinko St., back room) _____	
I have completed the required telework training:	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
I would like to telework because:	

Tasks I plan to do while teleworking include:	

I will need WSDOT to provide the following equipment for me to complete the teleworking tasks described above:	

Employee's Signature:	Date Submitted:
_____	_____

TELEWORK AGREEMENT

Page 1 of 3

Employee Name _____

Employee Title _____ Employee Phone# _____

Department _____ Supervisor _____

I wish to work under a telework arrangement as specified in this Telework Agreement, pursuant to the rules and procedures as contained in the WSDOT Telework Manual. I understand that this Agreement solely governs the telework arrangement and does not alter my at-will status or other terms and conditions of my employment. I also understand that approval of a teleworking plan is discretionary, and a non-exclusive set of factors which may be considered in the approval process includes the reduction of employee commute trips, the employee's job performance history, the nature of the work, effect on service to the public, effect on office workload, competing work schedule or leave requests and potential costs or savings to the state.

Teleworking Equipment, Software, Supplies and Furniture

I agree to check out, sign for and use equipment, including all related software, data, supplies and furniture, provided by WSDOT solely for my responsibilities as an employee of WSDOT. I understand that I am solely and exclusively authorized to use this equipment for official state business as specified in RCW 42.52.160. This sole use condition also applies to WSDOT provided hardware and software that I may use with personally-owned computer systems in my telework environment, and I agree to adhere to manufacturer's licensing agreements, such as the prohibition of unauthorized duplication.

I agree to protect WSDOT information and data against loss, damage or misuse in accordance with all applicable WSDOT rules and policies. If I will be obtaining remote access to WSDOT computing resources, I will sign and adhere to all conditions in WSDOT's dial up agreement. WSDOT reserves the right to access electronic communications and computer files for any reason including investigations into allegations of misconduct, fraud or other wrongdoing, for technical maintenance purposes, to assure system security and to comply with WSDOT policy and/or legal requirements.

Equipment and furniture purchased by WSDOT shall remain the property of WSDOT and is only on loan to me during the time I have checked it out. I agree to reimburse the WSDOT for any damages or loss of state owned property, except for normal wear and tear. WSDOT does not assume liability for loss, damage, or depreciation of employee-owned equipment and/or furniture. WSDOT will not provide maintenance of employee-owned equipment and/or furniture. WSDOT will not be responsible for telephone, data lines or utility expenses, or for installation, monthly charges or costs incurred by me in connection with the approved telework plan.

I agree to obtain all supplies needed for teleworking from WSDOT, and understand that I will not be reimbursed for out-of-pocket expenses for WSDOT supplies unless arrangements have been agreed upon with my supervisor prior to purchase.

I will inform my supervisor in a timely manner of any equipment or software failures that occur while teleworking. I understand that I may be required to return to the primary office to work while awaiting repairs or substitute equipment for teleworking. WSDOT will not provide maintenance of Department owned equipment at my telework site. I understand that I must return equipment and/or furniture to my assigned worksite for maintenance and repair. I also understand that I will not be compensated or credited with hours worked for travel time to and from my primary office or for time spent in transporting WSDOT equipment.

Teleworking Environment

WSDOT maintains the same level of concern for employee performance, health, safety and welfare regardless of the work location. I agree to designate a workspace within my remote location for placement and installation of equipment to be used while teleworking. I shall maintain this workspace in a safe condition, free from hazards and other dangers to myself and equipment. The site chosen as my remote work environment must be approved by WSDOT. I understand that my telework space is considered an extension of my primary worksite. Workers' compensation liability will be limited to the scheduled work hours and the work space as identified on page 2 of this agreement, as opposed to applying to all areas of the alternate worksite.

I am responsible for investigating, determining and complying with any relevant zoning laws, necessary permits or zoning variances required for working at home.

I agree that, with reasonable notice, WSDOT may make on-site visits to my telework location to determine that the site continues to comply with this agreement and is safe and free from hazards, and to retrieve WSDOT equipment, software, data, supplies or furniture. In the event legal action is necessary to regain possession of WSDOT equipment, software, data, or supplies, I agree to pay all costs incurred by WSDOT, including attorneys' fees, should WSDOT prevail.

I agree to follow the WSDOT's procedures for reporting work-related injuries.

Termination of Agreement

I understand that the telework arrangement may be terminated by WSDOT at any time. I may terminate my telework arrangement with 10 days prior written notice provided to the approving authority, unless it is a condition of my employment. WSDOT will not be held responsible for costs, damages or losses resulting from cessation of participation in the telework program.

Conditions for Teleworking Agreed to by My Supervisor and Me:

I agree to work at the following location: Street Address: _____

City: _____ State: _____ Zip: _____ Phone: () _____

Fax: () _____ Email: _____

If not working from a satellite office, my work space location in the house or building referenced above is described below (e.g., Kinko's Copy Center, 8888 Kinko's Street, back room on left):

Telework Schedule:

- ☐ On a weekly basis as follows: _____
- ☐ On a monthly basis as follows: _____
- ☐ No regular schedule (separate permission for each telework day) .

Hours: Regular teleworking hours: _____ to _____ meal and other breaks _____ hours

Note: Any overtime and/or changes to the agreed upon schedule must be approved in advance by my supervisor. I may be required to commute to the central office location on scheduled telework days based on business needs (e.g. meetings, trainings, courses, etc...)

Approval for WSDOT information systems to be accessed from remote work location (if applicable):

☐ Yes (If Yes, complete Remote Access Request Form in Appendix C) ☐ No

Approval for Non-WSDOT equipment, software, and data to be used at remote work location (if applicable):

☐ Yes ☐ No

The following is the arrangement agreed upon for handling telephone calls (e.g. voice mail) made by the teleworker from the remote work location for WSDOT business:

Assignments:

My progress on assignments to be worked on at a remote location will be handled as follows (e.g. weekly reports will be submitted on Fridays, weekly check-in meetings will be held on Tuesdays, etc...): _____

I will maintain a work environment that is conducive to professional business conduct, and as such, recognize that work is to be completed within the assigned time frames. I understand that teleworking is not a substitute for dependent care, and will make arrangements accordingly.

I understand that a violation of any of the above may result in a preclusion from teleworking and/or disciplinary action up to and including termination of employment.

I have discussed the above material with my supervisor. I affirm by my signature below that I have read the Telework Agreement, The WSDOT Telework Manual, and clearly understand and agree to the terms described in this form.

Employee's Signature:

Date:

I have reviewed and discussed this employee's Telework Agreement with the above signed. I determined that this employee is eligible to telework as defined by the terms of this agreement. I affirm by my signature below that I have read the Manager's Checklist on pages 7-8 of the Telework Manual and clearly understand and agree to the terms of this form.

Manager's Signature:

Date:



**Washington State
Department of Transportation**

Remote Access Request Form WSDOT Employees

✍ Fill in the information below to subscribe to LAN/WAN Dial Access services.

PC Support Person: _____ Phone #: _____

User Name: _____ Phone #: _____ Organization Code: _____

User ID: _____ Region: _____ Primary Server: _____

PC #: _____ PC Make & Model: _____

(Please check the appropriate boxes...)

SELECT ONE (below)	SELECT ONE (below)
<input type="checkbox"/> Windows NT4.0	<input type="checkbox"/> This is for RAS Request (Direct Dial)
<input type="checkbox"/> Windows 95/98	<input type="checkbox"/> This is for SecurID Request (\$75.00 Charge) (Through Internet Service)
<input type="checkbox"/> Windows for Workgroups	
<input type="checkbox"/> Macintosh <input type="checkbox"/> Other	

Sign below to signify your understanding that you and/or your organization are responsible for all activity on the Dial Access account assigned and that you and/or your organization will follow the "acceptable use" guidelines detailed below:

- You will not engage in any illegal or legally questionable activities, including "hacking", transmitting copyrighted material without approval, harassing other users, etc.;
- You will use this access in accordance with applicable department directives governing security and use of corporate data and electronic communications, i.e., only in support of those activities that best service the interests of the state, the department, and your work group;
- You will maintain the security of access to the department's computing resources by using a Data Defender or approved security front-end for all dial-up communications;
- You will maintain legal copies of all software running on your local PC, specifically a local copy of any DOS application you plan to use, Windows, and the software for any Windows applications you plan to run from your local computer.
- Any unauthorized work from home, or other locations, outside of regular working hours is considered the users personal time and will not be considered for compensation of any type (hours or other remuneration).

You should be aware that any software applications that will be used, should reside on the local PC. Here are some specific examples:

- Windows
- Exchange Mail
- Attachmate (Mainframe access)
- Microsoft Schedule Plus

The following uses of the dial up server are NOT recommended at this time due to the slowness of response:

- Launching applications from the server
- Large file transfers
- Large spreadsheets
- Dbase style database applications

If these applications are desired, please contact your I/T Coordinator or Account Executive to investigate alternative dial-up methods. There is no cost to use the Remote Access System (RAS).

For SecurID (Internet) access, MIS will bill your organization the a security access fee of \$75.00 renewable every 3 years for an encryption card or key ring device.

Signing below signifies you understand these guidelines.

User signature: _____ Date: _____

PC Support Signature _____ Date: _____

Executive level manager: _____ Date: _____

After completing and signing this form send it to your Local Workstation Support. Then forward or mail to WSDOT Management Information Systems, MIS Helpdesk, 310 Maple Park Drive Mail Stop 7427, Olympia WA. 98504-7427; or fax form to 360-705-6825. Contact your Local Workstation Support Personnel with any questions. Thanks!

For MIS Use Only	<input type="checkbox"/> D5K	<input type="checkbox"/> Key	<input type="checkbox"/> User	Key Serial Number:
Octal #'s: 1)	2)	3)	4)	5)
6)	7)	8)	Checksum:	

Weekly Report for May 4 -May 8, 1998	
To INSERT MANAGER'S NAME	From INSERT EMPLOYEE'S NAME
<ul style="list-style-type: none">• INSERT A LIST OF TASKS COMPLETED OVER THE COURSE OF THE WEEK. TAKE NO MORE THAN 15 MINUTES TO COMPLETE THIS FORM.••••	
Objectives for Next Week <ul style="list-style-type: none">• INSERT A LIST OF TASKS YOU PLAN TO COMPLETE OVER THE COURSE OF THE FOLLOWING WEEK.••	
Issues LIST ANY ISSUES THAT MAY NEED TO BE BROUGHT TO THE ATTENTION OF THE MANAGER.	

In making the determination whether to allow an employee to telework, the following factors should be considered. These factors are not in any particular order and need not be weighed uniformly. These factors are presented to help the supervisor screen potential positions and employees for teleworking success.

A Job in Which...

- Face-to-face interactions can be scheduled on specified days.
- Internal and external “clients” needs can be met while teleworking.
- Use of resources that must stay in the official worksite can be scheduled.
- Clear work objectives can be set.
- Work flow can be controlled.
- Projects where quiet or uninterrupted time would increase employee performance.
- Tasks can be clearly defined for the telework days.

An Employee who is...

- Self-motivated.
- Results-oriented.
- Able to work independently.
- Familiar and comfortable with his/her job requirements.
- Knowledgeable about necessary procedures.
- Successful in current position.
- An effective communicator.
- Adaptable.
- Committed to the success of the telework agreement.

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Teleworkers should be undisturbed, able to concentrate, and comfortable in their alternative work environment. Recognizing these needs, the Washington State Department of Transportation (WSDOT) strives to ensure that employees maintain an alternative work environment that allows them to perform their jobs efficiently and comfortably.

The following check list is completed by the employee and submitted to the manager with the Telework Application. This check list is meant to provide suggestions to help the employee maintain a safe alternative worksite that allows them to work efficiently.

- ☐ The work space is free from excessive noise.
- ☐ There is adequate lighting provided at the worksite.
- ☐ All electrical equipment is free of recognized hazards that could cause physical harm.
- ☐ The electrical system is adequate for office equipment.
- ☐ Aisles, doorways, and corners are free of obstructions permitting visibility and movement.
- ☐ First aid supplies are readily accessible and adequate.
- ☐ Work surfaces and chairs are ergonomically correct (e.g., desk 29" high, when seated knees are at 90 degrees with feet flat on the floor, monitor 20-24" from eyes).
- ☐ If using computer equipment, glare effects have been minimized by displaying dark letters on a light computer.
- ☐ The office space is neat, clean, and free of combustible materials.
- ☐ A fire extinguisher is located nearby.

Employee's Signature:

Date:

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Alternative Work Schedule — Official work schedules for non-exempt employees that eliminate at least one work day every two weeks by working longer hours during the remaining days, resulting in fewer commute trips by the employee.

Alternate Work Environment — A work environment other than the employee's designated official worksite, usually the employee's home, thereby reducing the number of commute trips per week by the employee.

Home Office — An approved area in the employee's home for conducting business during daily business hours.

Hoteling and Moteling — The practice of checking into shared offices as one would check into a hotel or motel. Both are for employees who spend a large percentage of their time working remotely. Hoteling is where employees reserve office space in advance. Moteling refers to a shared office used by employees on coordinated schedules — no reservations required.

Official Worksite — The city, town, or other location where the employee's office is located or the city, town, or location where the employee's work is performed on a permanent basis.

Remote Access — The practice of connecting to a Local Area Network or Wide Area Network and accessing information from an alternate work environment.

Telecommuting — The use of telephones, computers, or other similar technology to permit an employee to work in an alternative work environment eliminating a commute trip, or to work in a work place closer to home, reducing the distance traveled in a commute trip by at least half.

Teleworking — Any employee/manager work agreement that allows the elimination of a home-to-worksite or peak hour commute trip by using a worksite other than the employee's normally assigned worksite.

Virtual Office — An office that only exists conceptually. Mobile employees, or those whose jobs require frequent travel, may work from hotels, airports, or other virtual offices using technology to communicate with the main office, customers, and suppliers.

RCW 42.04.060 states that “all state elective and appointive offices shall keep their offices open for the transaction of business from eight o’clock a.m. to five o’clock p.m. of each business day from Monday through Friday, state legal holidays excluded.”

Legislation was passed in 1991 dealing with required trip reduction for major employers of 100 or more employees within the state’s eight most populated counties. RCW 70.94.547 states that “it is the policy of the state that the Department of General Administration and other state agencies shall aggressively develop substantive programs to reduce commute trips by state employees.”

RCW 70.94.531 (2) (xiii) lists telecommuting as one of the alternatives that major employers have available to achieve the applicable commute trip reduction goals.

RCW 70.94 551 requires that the Interagency Task Force, of which the Washington State Department of Transportation (WSDOT) is a member, develop a state agency trip reduction plan. One of the recommended policies that the Task Force was charged to develop pertained to alternative work sites. The Interagency Task Force recently developed a recommended model teleworking policy, including an application form, as part of the State Government Commute Trip Reduction Plan.

According to the Commuter Trip Reduction Task Force Guidelines developed by the State Trip Reduction Task Force, commuting alternatives which eliminate commute trips, such as telecommuting, count as 1.2 trips eliminated for each day of participation by a telecommuting participant.

Contained in the 1993 Report to the Legislature - Transportation Policy Plan for Washington State, Recommendation 4 under “Improving the Efficiency of the Existing System,” the following strategies related to telecommuting were presented:

Reduce Commute Trips

“Reduce the need for commute and work-related trips by implementing strategies such as telecommuting and teleconferencing.”

WSDOT Employee Transportation Demand Management (TDM) Program

“WSDOT should fund and establish innovative TDM demonstration programs aimed at the department’s employees. For instance, a dynamic, computerized self-ride-match program could be implemented.”

In 1990, the Washington State Energy Office (WSEO) launched the Puget Sound Telecommuting Demonstration Project to explore the environmental, organizational, and personal sides of telecommuting at 25 public and private organizations involving approximately 200 telecommuters. Most of the telecommuters were home-based, but WSEO also established the Washington State Telework Center, a telecommuting office in Seattle shared by a number of organizations.

WSDOT was one of the participating agencies of this demonstration program. Seven individuals from WSDOT took part in the demonstration from January 1, 1991, to December 31, 1991. Of these seven, six were from Olympia Service Center and one from Northwest Region.

In order to determine the extent of the telecommuting presently taking place within the department, a telephone survey was conducted in mid 1993 with the Administrative/Personnel Officer(s) within the various districts and divisions. The results of this survey indicated that only limited telecommuting is currently taking place — three individuals in the Transportation Data Office, two persons each in the Program Development and Operations Division, and two persons in the Northwest Region Office. In the past, some individuals were allowed to telecommute on a temporary basis because of a medical problem. Several persons were allowed to telecommute in Southwest Region Office as part of the Oil Smart Wednesdays Trip Reduction Program during the month of March 1993.

The 1997 Commute Trip Reduction Survey indicated that a large number of WSDOT employees would be very likely to alter their commuting behavior if they could telework. The percentage of employees who expressed an interest in telecommuting by survey worksite is as follows:

- 44% of employees at Olympia Service Center (or 251 employees);
- 33% of employees at Olympic Region (or 74 employees);
- 37% of employees at Eastern Region (or 62 employees);
- 26% of employees at South Central Region (or 47 employees),
- 33% of employees at Southwest Region (or 70 employees),
- 43% of employees at Northwest Region (or 201 employees).

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